

Bassel El Banna

Contact Information »

Bassel El Banna
+96590925224
+96181223052

albanna_bq@live.co.uk

Personal Information ▼

Nationality: Lebanese
Birth date: Sep 1, 1986

Career Objective ▼

A position in your organization in which I can use my talents and skills to meet goals, I want a highly rewarding career where I can use my skills and knowledge to help the company and my coworkers to be successful.

Education ▼

- **GDS (Global Distribution Systems Fares and Ticketing – GALILEO) March 2015**
IATA Training & Development Institute
- **Basic Airfares And Ticketing Course 2004-2005**
IATA–UFTAA Authorized Training Center in association with Skyline Institute – Kuwait
 - A) Introduction to Fares:
 - How to use the Tariff Manual
 - The Nature of Journeys & Fares
 - The Routing System
 - Mileage System, Allowances & Surcharges
 - Limitations on Indirect Travel
 - Higher Intermediate Fares
 - Circle Trip Minimum Fares
 - One Way Minimum Fares (Backhaul Rule)
 - Lowest Combination of Fares
 - Add – On / Basing Fares
 - Travel in Different Classes (Mixed)
 - Seasonal Fares Levels
 - Baggage
 - B) Introduction to Ticketing:
 - Passenger Ticket
 - Miscellaneous Charges Order (MCO)
 - Credit Cards
- **AUOL University - Kuwait 2008-2010**
Marketing and Business Administration
- **Computer Applications Diploma (Windows Software) 2001**
Al-Alya Institute - Kuwait
 - DOS
 - Windows
 - Ms. Office
 - Internet
 - Data Entry (Arabic & English)
 - Access, Front page + Stream Box

- Visual Basic
- Flash & Photoshop
- **Computer Maintenance (Diploma) 2001**
Al-Alya Institute – Kuwait
 - Networks

American University of London 2008 - 2009

Hawalli, Kuwait

Business Administration + Marketing

Work Experience ▼

• **Jumbo Travel and Tourism Co. Kuwait ((15-Jan-2011 – Until date))**

- Reservations & Ticketing, Retails Head Office
- BCD Corporate, Business Travel Consultant

Senior Travel Consultant

Supervisor – KUFPEC (Kuwait Foreign Petroleum Exploration Company)

- Perform direct marketing & sales activities.
- Treating passengers/customers in a friendly, professional & helpful manner.
- Handling locally & foreign customer request calls.
- Assisting the passengers/customers in selection their flight.
- Convincing the passengers/customers with the price.
- Managing the passengers/customers influx in the office..
- Constantly aware of passengers/customers & their needs.
- Main responsibility is to promote the sales.
- Handling Co-Operate Clients
- Updating them with time limits and their daily reservation
- Reissue / Revalidation / Refund
- System:- Amadeus / Galileo / Sabre
- Hotel Reservations

• **KAPICO Travel and Tourism Co. Kuwait ((17-Dec-2009 – 15-Oct-2010))**

Sales Executive

- Assisting in implementation of sales strategies.
- Handling customers' complaints professionally
- Handling the complaints of angry & "First Class" Customers
- Preparing Sales reports
- Coaching newly hired reps & making sure that they understand every aspect of their job.
- Maintaining Customer Satisfaction`
- Handling of cash: Collecting Transactions
- Reservation and Ticketing
- Updating them with time limits and their daily reservation
- Reissue / Revalidation / Refund

❖ **DNATA Travel and Tourism – Kuwait ((25-Dec-2005 – 15-Dec-2009))**

- Reservations & Ticketing, Retails Head Office
- Ticketing, Airport Branch , Fintas Branch & KFH Implant
- HRG Corporate, Travel Consultant

Senior Travel Consultant

- Perform direct marketing & sales activities.
- Treating passengers/customers in a friendly, professional & helpful manner.
- Handling locally & foreign customer request calls.
- Assisting the passengers/customers in selection their flight.
- Convincing the passengers/customers with the price.
- Managing the passengers/customers influx in the office..
- Constantly aware of passengers/customers & their needs.
- Main responsibility is to promote the sales.
- Handling Co-Operate Clients
- Updating them with time limits and their daily reservation
- Reissue / Revalidation / Refund
- System:- Amadeus / Galileo
- E-Learning Certificate of Completion DFO Fundamentals from Emirates – U.A.E

Skills ▼

Excellent interpersonal, communication and persuasion skills
Dedicated, confident and committed individual
Innovative thinker and problem solver
Assisting the passengers / customers in selecting their flight
Excellent computer skills in DOS, MS office, Adobe photo shop,
Visual Basic, Maintenance.

Communication ▼

English and Arabic (Read, Written, and Spoken)

Social Activities ▼

Football, Swimming, and car racing

References ▼

Available on request